



# BOERNE UTILITIES COMMERCIAL/GENERAL SERVICE CONTRACT

PLEASE PRINT

|       |
|-------|
| ACCT# |
|-------|

**REQUIRED DEPOSIT FOR REQUESTED SERVICES:** Deposits are based on one-sixth (1/6) of the previous 12 month billing history at each location. Commercial deposits will be held for 36 months, then released if no more than two (2) payments were late.

### COMMERCIAL INFORMATION

|   |  |                         |  |
|---|--|-------------------------|--|
| NAME OF BUSINESS  |  | SERVICE START DATE      |  |
| SERVICE ADDRESS   |  | DBA (DOING BUSINESS AS) |  |
| BUSINESS PHONE  |  | TYPE OF BUSINESS        |  |
| MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS)   |  | CITY                    | STATE                                    |
|   |  | ZIP CODE                |  |
| TAX EXEMPT<br><input type="checkbox"/> YES (INCLUDE TAX EXEMPT CERTIFICATE) <input type="checkbox"/> NO |  | TAX ID #                | TENANT OWNER<br><input type="checkbox"/> |

IN CASE OF EMERGENCY CONTACT: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_ MOBILE PHONE: \_\_\_\_\_

### OFFICER/CEO/OWNER INFORMATION

|  |                    |                                      |  |
|--|--------------------|--------------------------------------|--|
| PRESIDENT, CEO, OR OWNER (PRINT)   |                    | PRESIDENT, CEO, OR OWNER (SIGNATURE) |  |
| <b>SIGNATURE AND DRIVER'S LICENSE OF AUTHORIZED AGENT REQUIRED</b><br>• MUST BE SIGNED BY THE INDIVIDUAL WHOSE NAME IS ON THE ACCOUNT AND/OR AUTHORIZED AGENT OF THE BUSINESS ENTITY RESPONSIBLE FOR THE BILL. |                    |                                      |  |
| *ALL FIELDS MUST BE COMPLETED*   |                    |                                      |  |
| NAME:  | TITLE:             | DATE:                                |  |
| DL#  | SS #               |                                      |  |
| HOME PHONE # ( )   | MOBILE PHONE # ( ) |                                      |  |

I understand that it is my responsibility to ensure that all electrical and gas appliances and all plumbing fixtures are off at the time City services are turned on. Additionally, I understand in the event I fail to comply with the preceding statement, the City will not be responsible for any damages resulting from electric, water, and/or gas meter activation.

I agree that I shall be responsible for the payment of all reasonable costs, including but not limited to attorney's fees, collection agency fees and charges, court costs, notification and mailing costs, and any other costs, fees or charges incurred by the City if I fail to pay my bill or bills for utility service on a timely basis.

I have read and understand the Customer Service Contract Acknowledgement and hereby agree to abide by the terms and conditions as set forth by the City of Boerne.

AUTHORIZED AGENT'S SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

ACTIVATION FEE(S): CUSTOMER HAS BEEN NOTIFIED OF THE ONE TIME ACCOUNT ACTIVATION FEE(S) FOR EACH SERVICE.  
 INITIAL: \_\_\_\_\_

|  |                                 |
|--|---------------------------------|
| GAS CUSTOMERS: I HAVE RECEIVED A COPY OF THE NATURAL GAS CUSTOMER NOTIFICATION | GAS APPOINTMENT:<br>DATE: _____ |
| NOTES: _____ INITIAL: _____  | TIME: _____                     |

Each applicant hereby confirms their desire to have the Social Security numbers, telephone numbers, and addresses on this account kept confidential to the extent provided by law. INITIAL: \_\_\_\_\_

SERVICES:  
 E W G SW GR

CITY OF BOERNE REPRESENTATIVE SIGNATURE: \_\_\_\_\_

## CUSTOMER SERVICE CONTRACT ACKNOWLEDGEMENT

I/We, the customer(s) do hereby make application for the services indicated on my/our City of Boerne Service Contract and agree to pay for the same at the current published rates on or before the due date printed on the monthly bill at one of these locations:

Utility Customer Service Office, City Hall 402 E Blanco

Drive-Up Depository, City Hall 402 E Blanco

City of Boerne Website, [www.ci.boerne.tx.us](http://www.ci.boerne.tx.us), online payment

I/We understand:

- That the first bill will include an **account activation fee** which is due on the same date as other billed services. If service is disconnected due to nonpayment, a reconnection fee must be paid and, (if deposits have been refunded), a new deposit may be required before service is restored.
- That the utility shall not be liable for failure to supply service when such failure is not due to negligence on the part of the utility, or, is due to the elements, fire, strikes, shutdowns necessary for repairs, or similar causes.
- That tampering with meters is a violation of City Ordinance and violators are subject to immediate disconnection, prosecution, and reimbursement to the City and Utility for all expenses incurred. Customers are responsible for intentional or malicious tampering or vandalism of the utility's meters and equipment at their service location.
- That customer redress (dispute of any billing) will be handled by the Utility Billing Manager.
- That, upon signing this application, the customer(s) has the responsibility for keeping the utility easement clear for utility department access at all times; that the customer(s) is/are subject to all rules and policies which might be passed or are presently the policies of the City of Boerne Utilities, or are ordinances of the City of Boerne Utilities; and as customer(s) assume responsibility for payment of services indicated.

I/We agree to maintain the required deposits and to make such additional deposits as required due to additional service increase in billing, or failure to pay. If a satisfactory payment record is maintained, the utility will refund (after a specified period of time and upon proper request) deposit(s) (residential accounts – 12 months). Service may be disconnected for failure to pay for service or for failure to maintain deposits.

I/We expressly authorize the utility's agents to enter the premises at the service location at all reasonable hours to read, repair, move, or remove its meters and property.

I/We agree to provide the agents and employees of the City of Boerne access to the utility lines, equipment and/or appurtenances located upon my property at all reasonable times for the purpose of maintenance, operation, and/or meter reading; and at all times for emergency repair. I further agree to keep easements clear and unobstructed and shall place no structures, equipment or improvements within the easements or in any way interfere with the operation, maintenance and/or access by the utility company to said lines. The utility company may, as often as it deems necessary, trim trees, remove obstructions and/or clear vegetation from all easements and adjacent areas to provide adequate clearance for said lines.

I/We understand that if I/we fail to provide adequate access, clearance and protection to the utilities facilities, and, after proper notice, fail to comply with the requirements, my utility service will be disconnected.